Annual Report

Governor's Office for Technology

July 1, 2001 - June 30, 2002

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Commonwealth of
Kentucky homepage:

kentucky.gov

Office of the CIO:
101 Cold Harbor Drive
Frankfort, Kentucky 40601

Hours:
Monday - Friday
8 a.m. - 4:30 p.m.

Phone:
(502) 564-7680

Help Desk:
(502) 564-7576

GOT Website:
http://got.ky.gov

During fiscal year 2002, the Governor's Office for Technology continued our effort to streamline state government and increase efficiency using technology. We are working in many areas of the Commonwealth to help provide over 150 state government services online through the Web, telephone and voice response applications. At the same time we are continuously looking to make our operations more efficient through consolidation, streamlining operational processes and leveraging the state's buying power through enterprise contracts.

One of the key areas we continue to address is information technology security. This has been and will remain a primary focus of our limited resources with a special emphasis this coming year on improving our disaster recovery capabilities. Cyber security is a critical component of national and state homeland security programs and we will remain active in these efforts.

As we delivered services to our state employees and to the citizens of the Commonwealth in fiscal year 2001-2002, the Governor's Office for Technology also established performance measurements. Where no measurement existed, we defined baselines and in other cases we are refining our metrics. Measurement is a key activity to ensure we meet the goals and objectives of our strategic plan and that we are accountable to the customers we serve.

Aldona Valicenti
Chief Information Officer
Commonwealth of Kentucky

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Scope, Mission, Value & Vision

GOT is working in a wide range of areas in Kentucky state government to improve efficiency and help bring an enterprise approach to technology. Examples include:

- Working with the Governor's Homeland Security team to reduce the risk of cyber-terrorism.

- Helping to make Kentucky safer by developing a Unified Criminal Justice Information System (UCJIS) that improves the sharing of information across agencies.

- Developing policies and practices to ensure a secure IT infrastructure.

- Helping 911 centers develop enhanced 911 so cell phone callers can be identified and located wherever they are in Kentucky.

- Using NASA grant funding to gain a clearer picture of forest, urban and rural landscape in Kentucky.

You can learn more in our "Office Summary" section.

Strategic Plan

The Governor's Office for Technology (GOT) exists to serve the information technology needs of the Commonwealth of Kentucky.

The specific tasks performed will vary by organizational unit and are responsive to the priorities of our customers. Our mission statement describes our core purpose - our fundamental reason for being. We are guided by our Strategic Plan or Roadmap, which outlines our goals by department and the way we reach our goals.

Roadmap strategic goals and initiatives are updated by individual GOT offices: http://www.gotsource.net/
Keyword: Roadmap

Mission

To provide technical leadership in meeting the needs of Kentucky's citizens by addressing business opportunities through the effective use of technology.

Core Values

Customer Service - We are committed to placing our customers first. We will make the process and cultural changes required to improve the quality of our service and allow the Governor's Office for Technology (GOT) to become the IT Business Partner of Choice.

Quality - We are committed to responsive and reliable service that provides satisfaction and value to internal and external customers.

Integrity - We are committed to conducting business with ethical standards and strong work ethics while displaying mutual respect for all employees and customers.

Partnership - We are committed to working together in each office and with our customers by being flexible and cooperative, having a positive attitude and providing open communication and mutual support.

Leadership - We are committed to proactive, visionary leadership that inspires and enables the achievement of common goals, recognizes employees as our most valuable resource, and promotes involvement, skill advancement, and continuous learning.

Professionalism - We are committed to being technically knowledgeable, innovative and creative in the pursuit of our mission, clearly communicating ideas and showing respect for the diverse views of our customers.

Vision: The IT Business Partner of Choice

We strive to bring this vision to fruition by aspiring to be an organization that is:

- A trusted business partner with our customers.

- Recognized as a center of expertise for information technology.

- A catalyst for emerging technologies.

- A desirable place to work, maintaining an environment where employees may excel.

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Office Summary

Office of Infrastructure Services

Office of Consulting and Project Management

Office of Policy and Customer Relations

Office of Human Resources, Management and Development

Office of Administrative Services

Office of Geographic Information

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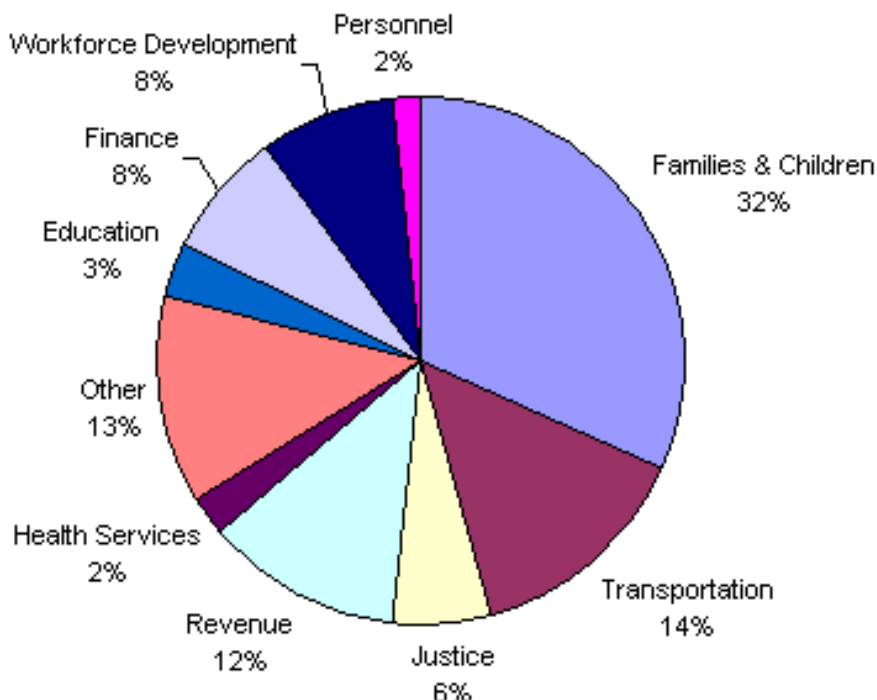For other Kentucky
Government sites visit:

kentucky.gov

GOT Financials

GOT does not receive any General Fund money and is operated from restricted agency funds. The Executive Cabinet agencies are our main customers but services are also provided to public and private universities and schools, nonprofit organizations and local government entities.

Fiscal Year
Ending June 30,
2002

Families &
Children -
$18,733,099
Transportation -
$8,222,196
Other -
$7,645,360
Revenue -
$7,048, 371
Workforce
Development -
$4,911,283
Finance -
$4,516,833
Justice -
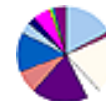$3,698,633
Education -
$1,982,770
Health Services -
$1,411,185

RATED REVENUE BY AGENCY
FY 2002

Workforce Development 8%

Personnel 2%

Finance 8%

Education 3%

Families & Children 32%

Other 13%

Health Services 2%

Transportation 14%

Revenue 12%

Justice 6%

Personnel -
$1,065,632

Total:
$59,235,362
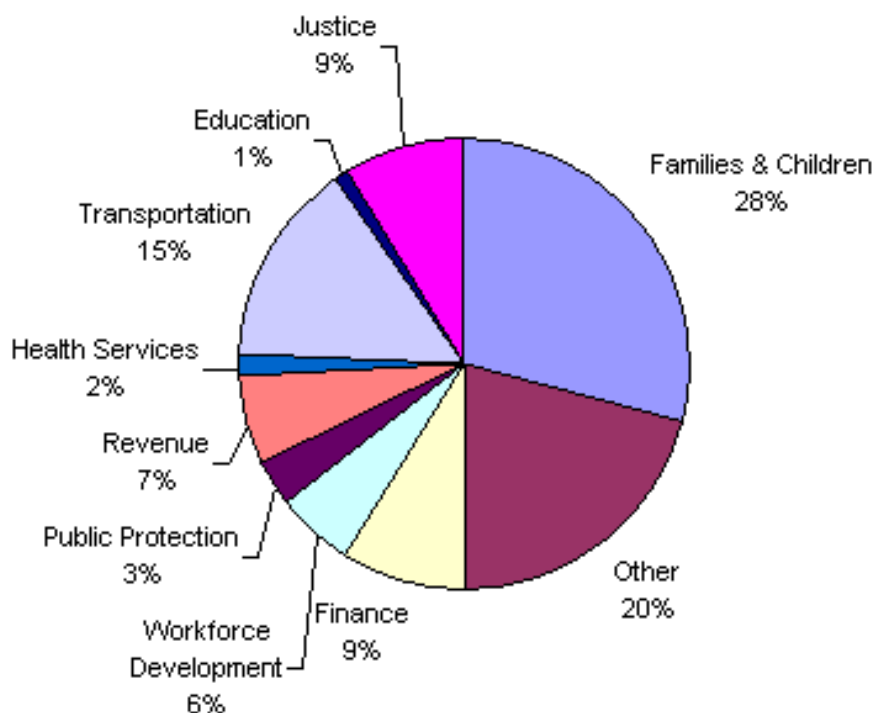
*includes fixed costs and external agencies

Click to compare last year's rated revenue by agency.

PASS-THROUGH RECEIPTS BY AGENCY
FY 2002

Justice 9%

Education 1%

Transportation 15%

Families & Children 28%

Health Services 2%

Revenue 7%

Public Protection 3%

Workforce Development 6%

Finance 9%

Other 20%

Fiscal Year Ending June 30, 2002

Families & Children -
$8,106,438
Other -
$5,715,907
Transportation -
$4,050,133
Finance -
$2,436,471
Justice -
$2,364,756
Revenue -
$1,837,872
Workforce Development -
$1, 588,682
Public Protection -
$877,607
Health Services - $444,906
Education- $361, 987

Total:
$27,784,758

*includes externals

PASS-THROUGH CHARGES BY SERVICE
FY 2002
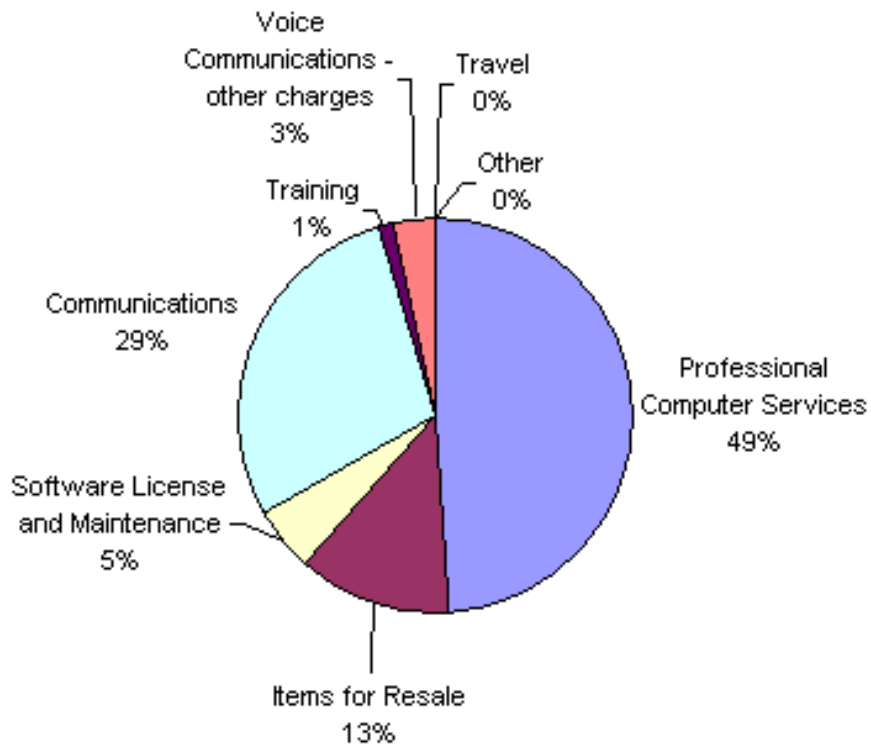
**Professional
Computer
Services- $13,
574,254
Communications
- $7,964,851
Items for Resale
- $3,490,618
Software
License &
Maintenance -
$1,444,992
Voice Comm. -
other charges -
$891,675
Training -
$407,496
Travel - $5,385
Other - $487**

**Total:
$27,784,758**

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GOT Organizational Chart

Office of General Counsel
Cam Cantrill
General Counsel

Shirley Rodgers
Executive Assistant

Marsha Rucker
Administrative Assistant

Scott Render
Governance Communications Consultant

Aldona K. Valicenti
Chief Information Officer

Stephen Dooley
Deputy CIO

Kentucky Telehealth Board (KTHB)
Dwayne Moss
Board Chair

Commercial Mobile Radio Service Emergency Telecommunications Board (CMRS)
John Patterson
Executive Director

Geographic Information Advisory Council

Governor's Technology Advisory Council

Office of Infrastructure Services
David Ballard
Executive Director

Office of Policy and Customer Relations
Doug Robinson
Executive Director

Office of Consulting and Project Management
Robin Morley
Executive Director

Office of Human Resources Management & Development
Glenna Glass
Executive Director

Office of Administrative Services
Terry Thompson
Executive Director

Office of Geographic Information
Jim Coffman
Executive Director

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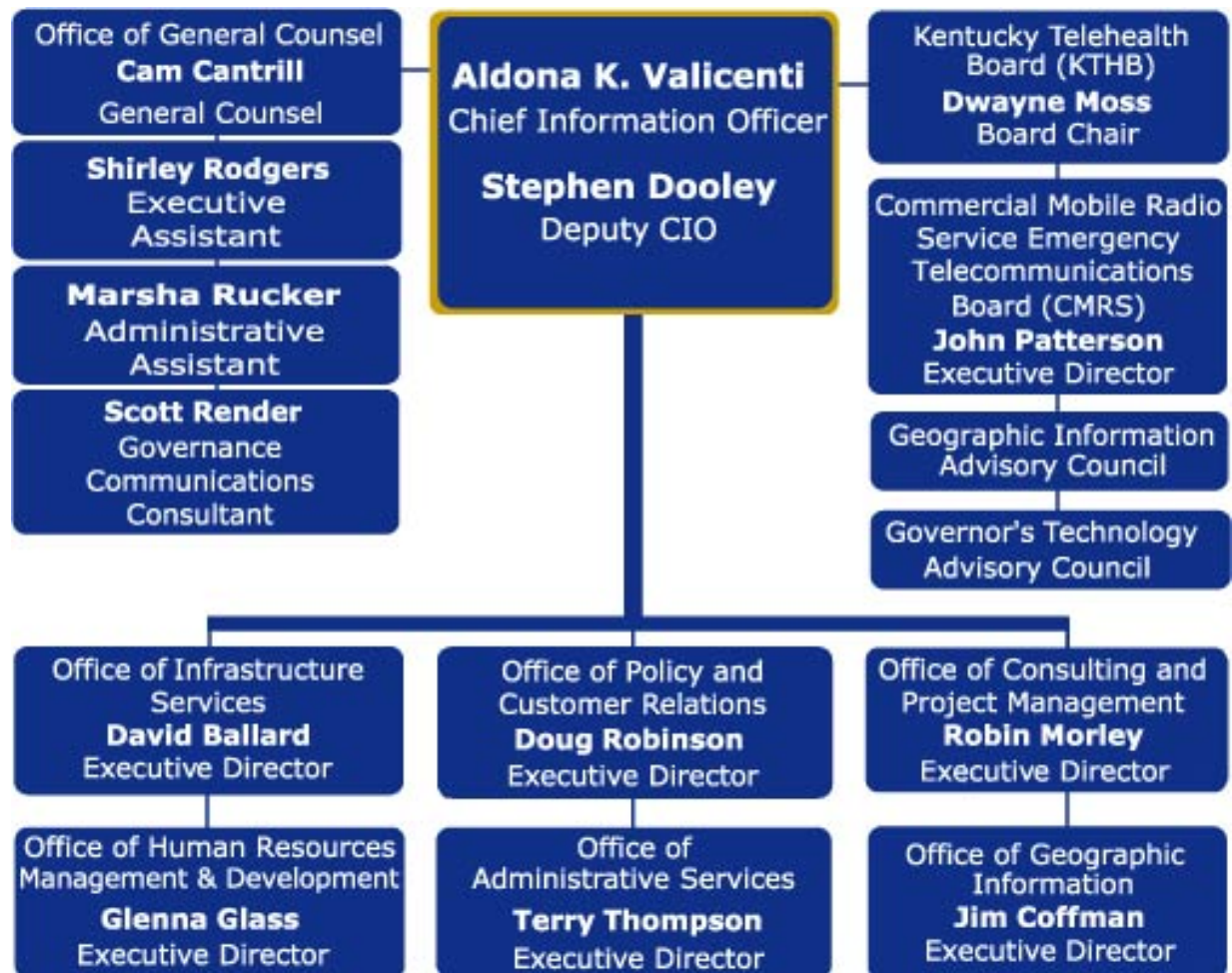For other Kentucky
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Recognition, Awards and Grant

Leadership Roles
In 2001-2002, GOT leaders held national positions including:

Aldona Valicenti - Immediate Past President of NASCIO -
National Association of State CIOs
Dave Ballard - Immediate Past President of NASTD - National
Association State Technology Directors
Susan Lambert - Immediate Past President of NSGIC - National
States Geographic Information Council

More information at:
http://www.nascio.org
http://www.nastd.org
http://www.nsgic.org

Unified Criminal Justice Information System (UCJIS) Grant

Aldona Valicenti, who chairs the UCJIS Council, along with the
Justice Cabinet, were proud to receive from the National
Governors' Association (NGA) an award grant of $1 million to
pilot a warrants project in Kentucky. By the end of fiscal year
2002, the process of obtaining and serving a warrant was not
standardized in the state and warrants were held on a county
by county basis without the processes in place to share that
information statewide. The new process includes the use of a
newly created warrant form that combines the Criminal
Complaint and Warrant into one document. The creation of a
statewide warrants database will ensure that all arrest warrants
are centralized and will increase the number of warrants

entered into LINK as well as reduce errors due to manual input. UCJIS is an information system that utilizes technology to electronically capture data built on a set of unique identifiers (charge and individual) at the earliest opportunity. This data will appear as a seamless record of an individual's encounter with the criminal justice system. UCJIS is anticipated to greatly improve the capture and flow of information by helping reduce/eliminate redundant data entry, increase the sharing of information statewide, conform to national standards, save time and hopefully save lives.

View Web site

A NASA Grant Awarded to Kentucky to Support Land Management Decisions

The purpose of the NASA grant is to gain a clearer picture of forest, urban and rural landscape in Kentucky. One of the goals of the project is to develop a digital snapshot of the Commonwealth's natural and man-made landscape as it is now, and how land is being used from one time period to another, a procedure called change detection. Change detection compares two satellite images and shows whether or not a landscape has changed – and if it has, how the land was being used and how it is currently being used. Knowing how the landscape is changing is an important factor when deciding how to make sound land management decisions. As part of the project tools will be developed to assist federal state and local decision makers in making future landuse decisions.

The project will be accomplished through the use of satellite and remote sensing technologies. The members of the Kentucky team who wrote and won the grant are: the Governor's Office for Technology, Office of Geographic Information, the KY Department for Natural Resources – which includes the Commissioner's Office, the Division of Forestry, and the Division of Conservation, and the Kentucky State Nature Preserves Commission, Morehead State University, the U.S.D.A. Forest Service - Daniel Boone National Forest, the U.S. Geological Survey and Space Imaging Services, Inc. The grant is being conducted over a three year period which began in February of 2002.

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Boards and Councils

Kentucky Telehealth Board
The Governor's Office for Technology staff is providing administrative support to the Kentucky TeleHealth Board. The Board's goals during this fiscal year included:

Click to enlarge

- Overseeing a pilot poject which consisted of promulgating administrative regulations to establish telehealth training centers.

- Establishing western and eastern sites, developing a telehealth network with no more than 25 rural sites.

- Establishing protocols and standards to be followed by the centers and sites, and maintaining a central link for the network with the Kentucky Information Highway.

The Board has established four workgroups that will act as advisory councils to the Board.

Information Technology Advisory Council (ITAC)

The Governor's Office for Technology formed the Kentucky Technology Advisory Council in 2001. The council, representing legislators and citizens who work in technology roles throughout Kentucky, is helping guide GOT in making smarter decisions related to technology for the Commonwealth.

Commercial Mobile Radio Service Board (CMRS)

The Commercial Mobile Radio Service (CMRS) Board is charged with administrating the CMRS fund for the purpose of implementing wireless emergency 911 service throughout Kentucky. The ultimate goal of the fund is to upgrade Kentucky's wireless 911 system to allow a wireless caller to be identified by their phone number and exact location.

- **Wireless 911: During the Past Fiscal Year** - The CMRS Board distributed $4.4 million to 911 centers in Kentucky for the support of Wireless 911 services. Only 1 wireless carrier received funds. The majority of the funding was received by 78 enhanced 911 centers. Enhanced centers are those that have the ability to display the phone number and location simultaneously

when a 911 call is received. Implementation of Phase I wireless 911 service was initiated in some areas in Kentucky. Phase I wireless service is the initial service deployment for wireless 911. It displays the caller's phone number and the location of the cell tower transmitting the call.

- **Wireless 911: Looking Ahead** - Six more enhanced 911 centers will be certified, and approximately $10.4 million will be disbursed in fiscal year 2002. In addition, wireless carriers are expected to request and receive approximately $3.5 million to complete Phase I service implementation and initiate Phase II service. Phase II is the final service level for wireless 911 and displays the caller's phone number and latitude and longitude

coordinates designating their location. Phase II is scheduled to be universally deployed in Kentucky and throughout the nation by the end of 2005.

Unified Criminal Justice System (UCJIS)

The Unified Criminal Justice System Subcommittee and Workgroups meet every other month to discuss automated warrants, funding, legal/policy, technical training and public relations.

The mission of the UCJIS is to provide for the collection and availability of accurate up-to-date information relating to individuals charged with or convicted of a criminal offense in a timely and easily accessible manner to the criminal justice community while maintaining appropriate security and privacy standards. Several opportunities to leverage technology in a Unified Criminal Justice Information System include (in no specific order or priority):

- Reducing or eliminating redundant data entry.
- Automating citation information and jail bookings.
- Capturing information at the point of transaction.
- Documenting images such as mug shots, scars/marks/tattoos and fingerprints.
- Developing complete and summarized profiles of individual offenders (including aliases, SSN, friends/associates)
- And allowing common information to be shared rapidly and accurately.

The use of automated scheduling resources will streamline courtroom planning, and dockets can be kept current.

Geographic Information Advisory Council (GIAC)

The GIAC is an unfunded statutory advisory body, governed by KRS 61.958. Membership is comprised of all Cabinets in Kentucky state government, major statewide agencies and organizations including the Kentucky Geological Survey, the Kentucky League of Cities, the Kentucky Association of Counties, the Chamber of Commerce, and organizations representing professional land surveyors, professional

engineers, and professional geologists. GIAC assists state and local jurisdictions in developing, deploying, and leveraging geographic information resources and geographic information systems technology for the purpose of improving public administration. They seek to insure maximum use of geographic information by minimizing the redundancy of information and resources by:

- Adopting and publishing standards for use by the Commonwealth GIS community to facilitate data collection and promote data sharing.

- Promoting awareness of GIS as a useful tool for modern business and government through user groups and seminars.

- Promoting training and education for people interested in learning about GIS technology and applications.

- Promoting partnerships for the purpose of data sharing.

- Advising state government through the CIO and the Commonwealth Architecture and Standards committee on issues relating to geographic information and geographic information systems.

Information Policy and Privacy Committee Formed
Late in fiscal year 2000-2001, the Information Policy and Privacy Committee was formed and is conducting a comprehensive electronic survey of privacy practices and use of personally identifiable information in state agencies. The Governor's Office for Technology will be filing proposed legislation in early 2003 to address the issues identified by the survey.